

# Benefit Highlights

## Plus Plan

### Welcome to Altus Dental

This flyer highlights your dental benefits and explains how your Plus plan works. At Altus Dental, we pride ourselves on providing our members with excellent customer service. We look forward to providing you and covered family members with dental insurance. When your coverage begins, we will send you an ID card and a Certificate of Coverage.

### How to Contact Us

#### INTERNET

You can access your personal information online 24 hours a day 7 days a week at [www.altusdental.com](http://www.altusdental.com).

#### INFOLINE

1-877-325-8585

Infoline, our dedicated telephone information service, also provides assistance 24 hours a day 7 days a week.

#### CUSTOMER SERVICE

1-877-325-8585

Our customer service representatives are available

Monday - Friday

8 am to 5 pm

Eastern Standard Time

### TOWN OF LUNENBURG

Group#: 6150-0001

The annual maximum is: \$1000 per member per calendar year  
The annual deductible is: \$50 per individual / \$150 per family  
The maximum lifetime cap is: Unlimited

### Pretreatment estimates are recommended for underlined procedures.

#### **Plan pays 100%; Member Coinsurance 0%**

- Two oral exams per calendar year
- Two cleanings per calendar year
- Fluoride treatment for children under age 19 twice per calendar year
- One set of bitewing x-rays per calendar year
- One complete x-ray series or panoramic film every 36 months
- Single x-rays as required
- Sealants for children under age 16, once per unrestored permanent molar every 36 months
- Space maintainers for lost deciduous (baby) teeth, replacement limited to once every 60 months

#### **Plan pays 80%; Member Coinsurance 20% Deductible Applies**

- Palliative treatment (minor procedures necessary to relieve acute pain) twice per calendar year
- Amalgam (silver) fillings; composite (white) fillings on front teeth only. For composite fillings on back teeth, the plan pays what would have been paid for an amalgam filling. Patient is responsible for the balance up to the dentist's charge.
- Repairs to existing partial or complete dentures once per calendar year
- Recementing crowns or bridges
- Rebasing or relining of partial or complete dentures; once every 60 months

#### **Plan pays 50%; Member Coinsurance 50% Deductible Applies**

- Extractions and other routine oral surgery not covered by a patient's medical plan
- General anesthesia or intravenous (I.V.) sedation for complex surgical procedures
- Root canal therapy
- Periodontal maintenance following active therapy – two per year
- Root planing and scaling once per quadrant every 24 months
- Osseous (bone) surgery once per quadrant every 24 months (bone grafts are not covered)
- Gingivectomies once per site every 24 months
- Soft tissue grafts once per site every 60 months
- Crown lengthening once per tooth every 60 months
- Surgical placement of endosteal implant and abutment; replacement limited to once every 60 months
- Crowns over natural teeth, build ups, posts and cores - replacement limited to once every 60 months
- Bridges, build ups, posts and cores, crowns over implants - replacement limited to once every 60 months
- Partial and complete dentures - replacement limited to once every 60 months

**Dependent Coverage** – Dependent children are covered up until the end of the month that they turn age 21. Dependent children who are full-time students over age 21 are covered as long as they stay in school or up until the end of the month that they turn age 26.

## How Your Plan Works

Dental insurance helps you pay for the most common dental procedures. And, it's important to understand how your Altus Dental Plus plan works so you can get the most from your dental benefits.

How does the plan work? It's easy when you use participating network dentists.

The Altus Dental network includes many of the dentists in your area, delivering easy access to care for you and your covered family members. We are the largest Preferred Provider Organization (PPO) in the state. We also offer access to dentists nationwide through the CONNECTION Dental network. All our dentists must pass our rigorous credentialing process, so you know it's care you can count on.

## Finding a Dentist

### Your Current Dentist

If you already have a dentist, simply ask if he or she participates with Altus Dental. If your dentist isn't in the network yet, please let us know. We actively recruit new dentists to the network.

[www.altusdental.com](http://www.altusdental.com)

Log on to our website and use our online dentist directory to find a dentist in a location that's convenient for you, or to check if your dentist participates with Altus Dental. You may search by name, location or specialty. If your card displays the CONNECTION Dental logo, this means you have access to a national network and can search for a dentist or specialist in all 50 states. Our directory will provide you with the names and addresses of all the dentists that meet your search criteria, as well as maps and driving directions.

*Thanks for choosing*

*Altus Dental – we look forward*

*to providing you and any*

*covered family members*

*with quality dental benefits.*

## Maximize your coverage with a participating dentist.

### In-Network Care

When you receive care from a participating dentist, your out-of-pocket expenses will be less. That's because the dentist has agreed to accept the allowance as full payment, minus your coinsurance and any applicable deductibles – which means no "balance" billing. Just show your ID card and you're done – it's that simple! Participating dentists will handle all the paperwork and inquiries directly with us. We will also pay the dentist directly.

### Out-of-Network Care

You also have the freedom to receive care from dentists who do not belong to the network. If you go to a non-participating dentist, you'll be reimbursed at a usual and customary level, which most dentists accept as payment in full, after any applicable deductibles or coinsurance.

## Members Online

Once you're enrolled, **Members Online** helps you manage your dental benefits with ease. Simply log on to **[www.altusdental.com](http://www.altusdental.com)** to verify your specific benefit and eligibility information or to research the status of a claim. You can also create a personal Claim Activity Statement and instantly print a copy of your ID card.

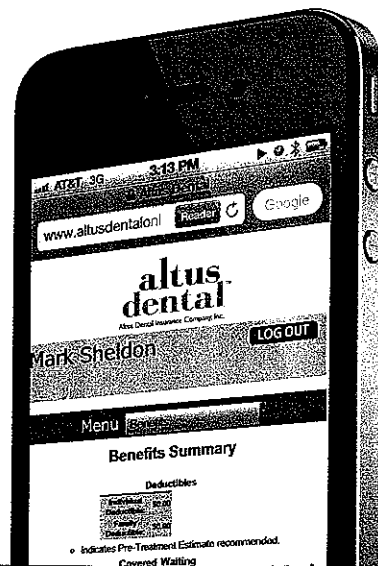
Our website is also a valuable resource for maintaining good oral health – from dental health articles and wellness commercials to our custom Children's Dental Health section. Or take the Dental Health Challenge and find out if you are at an increased risk for dental disease.

Claims and correspondence  
should be sent to:

**Altus Dental**  
**P.O. Box 1557**  
**Providence, RI 02901-1557**

## Manage your plan on the go with altusdental.com

Using our online services just got a little easier, with Altus Dental Mobile Access. You can still access our regular, feature-rich website, but sometimes mobile is the way to go.



### Both versions help you get the job done with:



#### Benefits & Eligibility

Grab a detailed snapshot of your benefits, including coverage levels and dates, verify plan type and confirm whether your deductibles apply to a particular service.



#### Deductibles & Maximums

You can confirm deductibles and annual maximum amounts, as well as view remaining balances (annual maximums and orthodontic maximums).



#### Time & Frequency

View a "summary of usage" for benefits that have time and/or frequency limitations, like cleanings.



#### Find-A-Dentist

Use this feature to find the nearest local participating dentist in our network. You can use your mobile's location service, or plug in the type of dentist you need and a local zip code to find the one closest to you.



#### ID Card

On our desktop website, you can print an instant ID card to bring to your dentist appointment. Or, on your mobile phone, you can just bring up the screen that contains your ID card image and show it to your dentist.

### Additional Desktop Features

Use our full website to access in-depth claims history (up to 18 months), claims status, or pre-treatment estimates. You also can print items like recent Explanation of Benefits (EOBs) forms. And you can take a dental health risk assessment, look up dental definitions and access dental health tips.

### Automated Phone & Customer Service Center

Available 24 hours a day, our fully automated phone system provides access to the same information available on the website. For more complex questions, or when you need to talk to someone live, call one of our Customer Service Representatives at 877-223-0588. They'll be glad to help.